



ATTORNEY'S DOCKET NO: C0441/7160

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Technology Center 2600

Applicant: Lundy Lewis
Serial No: 09/577,224
Filed: May 23, 2000
For: METHOD AND APPARATUS FOR REACTIVE AND DELIBERATIVE
SERVICE LEVEL MANAGEMENT (SLM)

#8/IDS

Assistant Commissioner for Patents
Washington, D.C. 20231

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Transmitted herewith is/are the following document(s):

- [X] Information Disclosure Statement
- [X] Form 1449 w/references

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617)720-3500, Boston, Massachusetts.

No fee is required. If the fee is insufficient, the balance may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

HEREBY CERTIFY THAT THIS CORRESPONDENCE IS DEPOSITED
WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS
MAIL IN AN ENVELOPE ADDRESSED TO: ASSISTANT
COMMISSIONER FOR PATENTS, WASHINGTON, DC 20231

12-22-00
DATE

Therese Hendricks
THERESE HENDRICKS

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Docket No. C0441/7160
Dated: December 22, 2000
XNDD